

This complaint is regarding ATT Call Vantage for broadband. I have never been so frustrated in my life. This system is a total bust. The information given out was misleading, I signed up but had additional questions, I was supposed to be contacted to confirm the order and I never was. I planned to ask additional questions at that time. I tried to call the ATT phone number listed on their web site but it wasn't available after Eastern business hours (I live in California) on the weekends. In the mean time, a relative died and I had to go to the funeral, I was out of town, I returned and the box was on my door step and I had no telephone service, I read the booklet to set it up and found out that I couldn't use my fax machine which was essential for me since I work at home. To keep my telephone number, I had to go back to SBC but they couldn't connect me for 5 days. I have been without phone service for 7 days now because of the Memorial Day holiday weekend. I have tried to access my phone messages which are going into the ATT callvantage system. I was told by the ATT help desk (by email) that I would have to hook up the system to do that. I did and the system does not work, and I can not access a weeks worth of phone messages. I feel that they are holding my phone messages hostage since I am not hooking up with them and they are not allowing me to access them. They changed my phone system without the confirmation phone call when I would have had an opportunity to ask additional questions and would have found out that a fax machine wouldn't work. When I originally read the information about the system on their Internet web site, the frequently asked questions did not cover this, I wouldn't have ordered it if I had known that. Sharon Johnson